# Information notice regarding the EU Data Act

Delta Dore is a company that manufactures and offers connected products and services for home automation.

In accordance with the Data Act (Regulation (EU) 2023/2854), Delta Dore acts as the data holder for the data generated by the connected products it manufactures and sells.

Delta Dore's connected products and related services generate various data and information when used.

This document explains how Delta Dore's connected products generate product data, how this data is collected, how you can access it as a user, and how it is used by Delta Dore.

## 1. Identity of the data holder

Name of the manufacturer of the Connected Products and the data holder: DELTA DORE.
Head office address: Le Vieux Chêne, 35270 Bonnemain, France
Website: https://deltadore.fr

If you have any questions about data, you can send:

- An email to the following address: privacy@deltadore.group
- A letter to the following address:
  DELTA DORE
  Attn: Legal Department
  Le Vieux Chêne
  35270 Bonnemain
  France

## 2. Products concerned and related services:

All DELTA DORE comfort and security products and solutions that can be connected and share product data with other systems or with the cloud are Connected Products.

The products concerned are the following product categories:

- Connected thermostat
- Connected meters
- Alarm
- Camera
- Sensors/detectors
- Roller shutter motor
- Lighting management

Related Services are digital services connected to the product that enable it to perform one or more of its functions. For Delta Dore, this specifically refers to the TYDOM mobile app.

## 3. Data generated and collected by category of Connected Products

During the use of connected products, they may generate data by default:

- Product status data: on/off, present/absent, etc.
- Physical data: temperature, power, etc.
- Configuration data: settings, programming, operating mode, etc.
- Error data

The data actually generated varies depending on the specific use of the Connected Product and is detailed below.

In most cases, data is stored locally in the Connected Product and then transmitted to the Tydom box. If you use your Connected Products with the Tydom app, data may be transferred via the cloud and stored there.
Depending on the Connected Product, its data may be automatically overwritten or permanently stored.

Factory resetting the product will erase the data.

| Data type | Format | Estimated volume | Continuous, real-time data | Storage method | Retention period |
|---|---|---|---|---|---|
| **THERMOSTAT** | | | | | |
| Global activation time of the receiver | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Ambient temperature | Digital (JSON) | 1 to 5 ko / day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Antifrost status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Anti seizure mode | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Authorization available | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Battery status of the remote | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Boost status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Outpur relay configuration | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Loadshedding status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Maintenance status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |

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| Pairing status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Opening status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Override status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Localise mode | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Presence status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Production error status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Temprature sensor error status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Away mode status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Away mode return date | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Reference | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Version | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |

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| **SHUTTER RECEIVER** | | | | | |
| Battery status of the remote | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Error status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Intrusion status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Localise mode | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Pairing status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Favorise position state | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Current position | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| **LIGHT RECEIVER** | | | | | |
| Current level | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Error status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Favorite level state | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |

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| Localise mode | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Pairing status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| **WEATHER** | | | | | |
| Current sun power | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Daily sun power | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Max temperature of the day | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Current external temperature | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value<br>History can be store on demand, with a 3Y retention time |
| Weather forecast | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| **CONSUMPTION** | | | | | |
| Actual index | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value<br>History can be store on demand, with a 3Y retention time |
| Actual power | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |

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|---|---|---|---|---|---|
| Actual current | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Maximum instant power | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Minimum instant power | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Maximum instant current | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Minimum instant current | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| **ALARM SYSTEM** | | | | | |
| Alarm surveillance mode | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| SOS alarm state | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Intrusion alarm state | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Pre-alarm state | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| gsmLevel | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Histo | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |

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| System configuration | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| System defect status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| System integrity status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Out temperature | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Zone surveillance state | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Of activity | Digital (JSON) | 64 ko | Real-time sharing accross the system, at least 1 time per day | On device storage | Infinite with rotation, accordingly to alarm standards |
| **SENSOR** | | | | | |
| Measured value | Digital (JSON) | 1 to 5 ko / day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value<br>History can be store on demand, with a 3Y retention time |
| Configuration | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Battery defect status | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| **GATEWAY** | | | | | |
| Identifier | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |

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| User password | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Geolocalisation | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Date & clock | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Network configuration | Digital (JSON) | <1 ko/day | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |
| Global site configuration | Digital (JSON) | 1ko to 2 Mo depending on the site | Real-time sharing accross the system, at least 1 time per day | Storing data on-device and cloud | Continuous storage of the last known value, without historical storage |

## 4. Data generated by Related Services

For Delta Dore, Related Services refer to the use of the TYDOM mobile application.

This application allows remote access and control of Connected Products. In order to enable this remote access, data from Connected Products is transmitted and sometimes stored on Delta Dore's cloud. This data is therefore the same as the data mentioned in section 3, "Data generated and collected by category of Connected Products."

The data specifically generated by the TYDOM application is detailed below:

| Type of data | Estimated volume | Frequency | Storage method | Retention period | Purpose | Access by third parties |
|---|---|---|---|---|---|---|
| App activity measurment | 1-10 Mp per application session | Product data is generated in real time and continuously during its use and operation | Cloud | | Technical maintenance and better knowledge of the mobile app usage | No |
| Cloud services logs & metrics | >Go / day | Continuously | Cloud | 1 day to 5 years depending on the | Maintenance, analysis & debugging, monitoring and performance indicator | No |
| App customization (favorites, photo, equipment order) | 1-10 Mo | Continuously | Smartphone | As long as the app is installed | User experience | No |
| User account data | <1 Mo | Continuously | Smartphone & Cloud | As long as the user account exists | User experience | No |
| Site configuration file | <1 Mo | Continuously | Smartphone & Cloud | As long as the site exists | Functionnality of the service | No |

## 5. Purposes of collection

Delta Dore uses and may share product data and related service data in order to provide digital services and also for internal purposes to improve products and services, as well as for statistical purposes.

## 6. Access to connected product data

Some data can be accessed directly via the TYDOM mobile app interface.

You can also access a comprehensive list of data generated and potentially stored in the Connected Product by sending an email to the following address: privacy@deltadore.group

For more information on how Delta Dore processes your personal data, you can consult the privacy policy by clicking on the following link: https://www.deltadore.eu/privacy-policy

## 7. Portability – transmission of data to a designated third party

As a user of Related Services, you can request that data from Connected Products be shared with a designated third party by sending a request to the following address: privacy@deltadore.group

You can also send an email to stop the sharing of this data.

Information is only shared with the permission of the user who owns the Connected Product.

## 8. Information on trade secrets

Some information generated by Connected Products or Related Services may contain elements protected as trade secrets within the meaning of Regulation (EU) 2023/2854. In this case, Delta Dore will be considered the holder of trade secrets.

In accordance with the Regulation, this information is subject to appropriate protection measures. In the event of a request for access or portability involving the disclosure of information covered by trade secrets, Delta Dore may:

- Temporarily suspend or postpone sharing until the necessary safeguards are in place;
- Refuse access if disclosure would present a high risk of serious economic harm.

Any decision of this type will be justified in writing and communicated to the user.

## 9. Contract term and termination

By using the Tydom application, you are contractually bound to Delta Dore by accepting the General Terms and Conditions of Use of the application. The duration and terms of termination of the contract are defined in these ToU, which are accessible at any time in the Tydom application settings.

These Terms and Conditions are intended to apply throughout your use of the application and your connected installation.

## 10. Lodge a complaint to the supervisory authority

In accordance with Article 37 of the Data Act, you have the right to lodge a complaint with the competent supervisory authority if you believe that your rights under Chapter II of Regulation (EU) 2023/2854 have been violated.